

# MEHMET EMRE TOKTAY

## Contact

### Address:

Münir Nurettin Selçuk St.  
Kadıköy İstanbul

### Phone:

+90 506 760 19 72

### Email:

[Emre.toktay@pardus.tech](mailto:Emre.toktay@pardus.tech)

### Website:

[memretoktay.net](http://memretoktay.net)

### Detailed CV&Resume:

[memretoktay.net/cv](http://memretoktay.net/cv)

## Languages

English – C2

German – A1

## Certifications

Lean Six Sigma Black Belt, CSSC

Data Analytics for LSS Certification,  
University of Amsterdam

Data Scientist, Udacity (Nanodegree)

Programming for Data Science with  
Python, Udacity (Nanodegree)

Lean Six Sigma Green Belt, COPC

## Summary

- Results-driven professional with a deep expertise in customer relations, underscored by years of hands-on experience in customer experience and complaint management. Utilized Lean Six Sigma methodologies in a thesis project dedicated to enhancing customer satisfaction. Transitioned into data science over the past 5 years, acquiring significant acumen in business intelligence. Hold an MBA and a Master's in Statistics, embodying a blend of academic rigor and industry know-how. Passionate about harnessing data insights to optimize business strategies and improve customer journeys.

## Skill Highlights

- Analytical thinking
- Business Intelligence
- Customer Support
- Customer Complaint Management
- Continuous improvement
- Customer Experience
- Data Analysis
- Data Ingestion
- Data Storytelling
- Data Visualization
- Google Sheets
- Statistics
- SPSS

## Experience

Business Intelligence Specialist- 04/2021 to 01/2023  
Google (Outsource), İstanbul

CX lead, Account management- 09/2019 to 04/2021  
Lenovo (Outsource), İstanbul

Support Team Turkey Coordinator- 07/2017 to 09/2019  
DataDuck, St. Petersburg

## Education

Istanbul Arel University -- Master's with thesis, MBA (Istanbul)  
2019 – 2022  
Thesis: LEAN SIX SIGMA AND IMPLEMENTATION OF SERVICE SECTOR

Istanbul University -- Master's degree, Statistics (Istanbul)  
2018 – 2019

Akdeniz University -- Tourism Management (Antalya)  
2009 – 2018

## References

Emre Balci - Operation Manager/Teleperformance/Google  
Dasa Molnarova - EMEA Customer Experience Manager/Lenovo  
Sergey Alkazarov – Head of Customer Services/Dataduck